

## POST COVID-19 CHANGES - REOPENING SAFELY

We have implemented the following guidelines and practices to ensure the safety of our guests and staff while on site:

- A risk assessment has been carried out and team members have undergone training including:
  - Health questionnaires & illness at work
  - Travelling to work safely
  - Changing into work clothes
  - Handwashing
  - PPE
  - Enhanced cleaning
  - Physical distancing
  - Deliveries
  - Breaks
  - Customer controls: bookings, queuing, contact tracing, service cycle
  - Emergency situations
  - Team communication
- We have implemented an enhanced cleaning regime as follows:
  - All contact surfaces are regularly cleaned with an antiviral cleaner.
  - We will be cleaning toilets every 20 minutes.

This extra cleaning will be documented on a schedule and checked by the Duty Manager.

- Drinks can no longer be ordered from the bar; full table service will operate throughout.
- We will no longer be taking cash payments.
- Please note that your server will stand at least 1 metre away from your table wherever possible during your visit.

- We have removed tables inside to ensure there is enough space between tables. Table positions are fixed for your safety, please do not add chairs, or move furniture.
- Screens have been installed between booths where movement of furniture is not possible.
- Our toilets have reduced capacity, with only two guests permitted at a time. Please use the floor markings to queue if needed during busy times.

In order to keep all our customers and team safe, during your visit there are certain guidelines that you are required to follow. These are as follows:

- Please do not visit us if you are feeling unwell, have any COVID-19 related symptoms or if you're self-isolating as a precaution.
- Please arrive together and at the time of booking to avoid unnecessary delays or overcrowding and make yourself known to a team member at our host point, where you will be shown to your table.
- You are required to scan a QR code on arrival so your contact details can be collected for the NHS Test & Trace program.
- You must wear a face covering whilst on pub property, unless you are seated at a table.
- Always observe at least a 1 metre distancing rule as a minimum with all other customers during your visit both inside and outside.
- Please ensure that government guidelines for group sizes are followed:
  - INSIDE: up to a max of 6 people, from 1 household.
  - OUTSIDE: up to a maximum of 6 people, from any number of households.
- If you are consuming alcohol during your visit, you must order a substantial meal.
- A queue for entry will run alongside the front of the building. Please use the markers provided to maintain physical distance.
- Upon arrival please wash your hands using the hand sanitiser provided.
- Guests must remain seated for the duration of the stay. Children must remain at tables.
- We ask that guests sanitise their hands before the using of restrooms with the sanitiser provided and wash their hands after.

- When using our facilities please ensure that you do not congregate around toilets or bars and form an orderly distanced queue if necessary
- The pub will close at 22:00, giving guests 1 hour to finish their drinks. All guests must be off pub property at 23:00.

Failure to follow the guidelines in place for the safety of staff and other guests will result in refusal of service and being asked to leave.